

Possible Reasons for High Usage or High Bills

1st Check Number of Days in Billing Cycle – sometimes the customer is just looking at the total dollar amount which may be higher if there is a greater # of days in the billing cycle.

High Electric

Heat – Hot Water has circulator pumps & Forced Hot Air has Blowers

Air Conditioning – Central Air can be very high but Window Units are also big users

Dehumidifiers

Large Screen TV's

Older Appliances

Replacing Appliances with a larger size even if it is energy star

Having 2 Refrigerators or a Freezer

Wells – well pumps may need repairs but it goes undetected because you don't always see or hear a problem

(You can check to see if the customer has town water – if not, it could be a well pump issue.)

Roof Cables – sometimes these are accidentally turned on in the summer

High Water

Toilets – leaks may go undetected because you can't always see or hear them (Offer customer dye tabs for all toilets in the house)

Dripping Faucets

Irrigation Systems – an underground leak can go undetected

Radiant Heat – pipes can break and this would probably go unnoticed

A change in the number of people living in the home will also affect electric and water usage (new baby, college students home on vacation, guests staying @ holidays, etc.)